Bruhat Bengaluru Mahanagara Palike

Tender Notification No: DCIO-IT/PR/48/2023-24 **Dated: 05-02-2024**

Request for Proposal (RFP)

Integrated Voice Response System (IVRS) for Bruhat Bengaluru Mahanagara Palike (BBMP) under Karnataka Public Procurement Portal (KPPP) Platform

Deputy Chief Information Officer on behalf of Chief Commissioner, BBMP, invites Request for Proposal (RFP) from the eligible bidders for Selection of Integrated Voice Response System (IVRS) for Bruhat Bengaluru Mahanagara Palike (BBMP) under Karnataka Public Procurement Portal (KPPP) Platform. The Proposals from Firms for the assignment of establishing a Integrated Voice Response System (IVRS) on a full-time basis for a initial period of Two Years, the Tender Schedule is as follows. Further details can be obtained from this office in the working hours.

Tender Schedule

Tender Reference	DCIO-IT/PR/48/2023-24
Date from which Bid document is ready for download through Karnataka Public Procurement Portal (KPPP) of Government of Karnataka (https://kppp.karnataka.gov.in)	05-02-2024
Last date for submitting clarification if any	12-02-2024 @ 17-30 Hrs.
Pre bid Meeting	13-02-2024 @ 15-30 Hrs.
Last date and time for uploading of tender in Karnataka Public Procurement Portal (KPPP)	21-02-2024 @ 17-30 Hrs.
Time and date of opening of tenders: Technical Bid & Technical Evaluation	23-02-2024 @ 11-00 Hrs.
Time and date of opening of tenders: Commercial Bid (If possible)	26-02-2024 @ 11-00 Hrs.
Contact Person for queries	DCIO, BBMP IT Section Telephone : 9480688000 E Mail: dcio-it@bbmp.gov.in
Place of Opening of Tenders and Address for Communication	BBMP IT Section, 2nd Floor, Annex Building-2, BBMP Head Office, NR Square, Bengaluru - 560002

Deputy Chief Information Officer, Information Technology Department, Bruhat Bengaluru Mahanagara Palike, Annex Building-2, Head Office Premises, N R Square, Bengaluru-560002.
E-Mail: dcio-it@bbmp.gov.in

Earnest Money Deposit	Rs.5,00,000/- (Rupees Five lakhs only)

Note: Completed tender shall be uploaded through Karnataka Public Procurement Portal of Government of Karnataka system only in the manner described under this tender Document on or before the last date & time stipulated.

05/04/2024

(B Prabhakara)
Deputy Chief Information Officer
Bruhat Bengaluru Mahanagara Palike

Copy Submitted for Information:

1. PS to the Administrator, BBMP.
2. PS to the Chief Commissioner, BBMP.
3. Special Commissioner (IT / Revenue / Advertisement / TDR), BBMP
4. Special Commissioner (Administration / SWM / Projects), BBMP.
5. Special Commissioner (Finance), BBMP.
6. Special Commissioner (Elections), BBMP.
7. Special Commissioner (Forest, Environment, Climate Change Management and Education), BBMP.
8. Special Commissioner (Health / Markets / Welfare), BBMP.
9. All Zonal Commissioners of BBMP.
10. Director (IT), BBMP.
11. Engineer-in-Chief, BBMP.
12. Copy to Public Relation Officer to Publish in Kannada / English News Papers.
13. To Publish in BBMP Website.
14. Office Notice Board / Additional Copy.

Bruhat Bengaluru Mahanagara Palike

Integrated Voice Response System

(IVRS)

for

Bruhat Bengaluru Mahanagara Palike

(BBMP)

Request for Proposal (RFP)

Tender Notification No: DCIO-IT/PR/48/2023-24

Office of the Deputy Chief Information Officer-IT
Bruhath Bengaluru Mahanagara Palike, 2nd Floor,
Annex Building-2, NR Square, Bengaluru-560002
Ph: 9480688000, e-Mail: dcio-it@bbmp.gov.in

Calendar of Events

Start date & time of Bid and Bid Validity Period (in days)	05-02-2024 at 11-00 Hours 180 days
Last Date & Time for Tender Queries / Clarification	12-02-2024 up to 17-30 Hours
Date and Time of Pre-Bid Meeting	13-02-2024 at 15-30 Hours
Last Date & Time for Receipt of Tender through the Karnataka Public Procurement Portal	21-02-2024 17-30 Hours
Date & Time for Opening of Technical Bid	23-02-2024 11-00 Hours
Date & Time for Opening of Financial Bid of Technically Qualified Bidders (If Possible)	26-02-2024 11-00 Hours

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1 Introduction

Bruhat Bengaluru Mahanagara Palike is the civic agency to meet all the requirements of the citizens of Bengaluru City as regards their civic amenities such as roads, parks, drains, and other city needs. The citizens pay the Corporation statutory taxes such as Property Tax, various Cesses, and duties. These constitute the core revenue of the Corporation based on which it discharges its functions.

Bengaluru City has about 20 Lakh properties registered with it for the purposes of Property Tax. While the majority of the citizens pay their taxes, a substantial number do not pay the same on time. The delays and failure to pay Property Taxes entail severe penalties and interest payments besides liability of the citizens for even criminal prosecution and attachment of their properties. This happens as the IT or tech-based mechanisms to remind and enable the citizens to pay their taxes in time do not adequately exist. A comprehensive system based on technology that enables citizens to pay their taxes very smoothly and at the same time technology based non-intrusive reminders which protect their privacy is also the need of the hours.

Given the large number of properties (about 6-Lakh as on January 2024) who have not yet paid their property tax and the need to remind and follow up with them, the meager number of staff and officers in BBMP Revenue Section cannot discharge this onerous responsibility. This needs to be addressed through a professional and tech based IVRS solution through a competent agency.

The Some of the key benefits envisaged from IVRS based citizen out-reach system are listed below:

a. Regular follow up with lakhs of citizens who are over-due to pay their taxes.
b. Enabling IVRS based Interactive System to respond to and answer citizen FAQs.
c. AI based Chatbot System for Citizen's queries.
d. Automated escalation system for Property Tax tracking.
e. IVRS based reminders to Designated Officers for disposition of pending applications and grievances.
f. Feedback Management from Citizens as regards their complaints / grievances.

2 Scope of Work

2.1 Overview

a) Establishment of an Integrated Voice Response System [IVRS] with latest state of the art technology with

   a. IVRS based reminder and out-reach to citizens who are over-due of taxes to BBMP.
   b. Within BBMP IVRS based follow up with the designated officers for grievances and over-due services
   c. Interactive IVRS system to respond and answer to citizen FAQs.
   d. Multilingual Customer Support (Kannada and English)
   e. Computer Telephony Integration (CTI)
   f. 100% Voice Recording (for quality and training purposes)
   g. Citizen feedback& responses from Citizens about their grievances.
   h. Automated escalation system for Property Tax tracking.

b) There are about 5 Lakh Property Tax defaulters and persons whose property tax reassessment has led to an increase in tax liability. These persons need to be called out on a weekly basis for the next two months. This translates into about 60000-70000 daily calls. As the number of defaulters and persons whose property tax reassessment has led to increase in tax, come down, the call out shall be accordingly reduced. Therefore, IVRS based call out shall be as per workload in this regard. Further, there are about 200 daily grievances which are received daily. There shall be call out within the BBMP to the concerned persons who are supposed to address the grievances and also the citizens in all cases where their grievance is claimed to have been resolved. Further, the IVRS shall integrate with the other IT Systems of BBMP such as Sahaya in order to pick from there the complaints that are declared closed, the phone numbers of the citizens and officers to whom the complaint has been sent and then IVRS shall call out and follow up.

c) The Centre shall operate on all seven days a week from 8AM to 8PM. Provided call out shall happen only from 8AM to 7PM. The timings can be altered according to the requirement from time to time.

d) The Centre shall provide individual call records from the service provider to BBMP on a monthly basis.

e) End of Every month IVRS System shall submit the call Analysis Report to BBMP & end of every financial year IVRS System shall submit yearly report.

f) The BBMP may ask other grievances of citizens with respect to other services of Revenue BBMP to be handled by this IVRS System.

g) The following specific cost items shall be included in the bid price quoted by the agency:

   a. Cost of renting telephone lines
   b. Establishment of the IVRS System set-up
   c. Equipment's installed within the IVRS System
   d. Operation and maintenance of IVRS System set-up
   e. Setting up and operationalizing IVRS
   f. IT set-up and internet charges
   g. MIS report generation

2.2 Services Deliverables

The agency shall provide the following services through the IVRS System:

a. Call out to the property tax and other tax/fee defaulters and those whose taxes are increased after reassessment, and they are yet to pay them.

b. Follow up on the grievances within the BBMP by regular reminder calls to the officers and staff with whom the citizen grievances are pending. Once a grievance is declared disposed either in Sahaya System or any other Complaint Management System, call out the citizen and obtain his/her feedback about the closure of the grievance and in case the citizen is not happy/satisfied with the disposal then reopen the complaint and pursue with the concerned officer/staff. Also call his next superior and inform him/her of the unsatisfied closure by the subordinate.

c. The IVRS shall answer the FAQs of the citizens and also complaints of the citizens by suitably categorizing them.

d. Informational IVRS Calls shall also be made as per the discretion of the BBMP.

e. IVRS System agency shall submit monthly MIS report , also as and when required inprescribed format.

(i) Calls made and the number of property taxes successfully recovered.

(ii) Grievances handling including the number of unsatisfactory disposals which IVRS converted into satisfactory disposals.

(iii) The report on officer/staff wise calls made for grievance addressal and also unsatisfactory disposal calls.

2.3 The Complaint Registration System

The Complaint Scheduling CRM (Customer Relationship Management) of the agency may be used and ifthe BBMP makes available any CRM, then the same shall be utilized.

2.4 Reporting requirements to be given in hard and soft copy.

The weekly, monthly, and yearly MIS reports shall include all the following but not limited to:

- Report on types of calls handled, call pending, average duration of calls, min. &max duration of calls, number of instances the citizen found busy, calls abandoned due to breakdown, department/section wise reports and service wise reports.
- Calls per week, month, year, or other period as per the BBMP requirements
- Numeric and graphical representation of call volume section/department wise, call type wise.
- Number of dropped calls after answering, including:
    - Calls that ended while on hold, indicating that the caller hung-up.
    - Voice recording of all incoming and outgoing calls

2.5 Personnel Requirements

- Deleted -

2.6 Quantification of Expected Number of Monthly Calls

The number of defaulters as of February 2024 is about 5.5 Lakhs and a good number of these defaulters are expected to pay by March 2024. The expected number of times an IVRS call has to be made and total number calls that are expected each month are given below –

Month & Year	Defaulter Number	Expected Monthly Calls	Revision Cases	Expected Monthly Calls	Sahaya and Grievance Calls	Total Number of Calls in the Month (in Lakhs)
1	2	3	4	5	6	7
Mar-24	5 Lakh	6 Lakh	30000	1 Lakh	50000	7.5
Apr-24	4 Lakh	4.5 Lakh	40000	1.2 Lakh	50000	6.2
May-24	3.75 Lakh	4.25 Lakh	50000	1.5 Lakh	50000	6.25
Jun-24	5 Lakh	6 Lakh	60000	1.7 Lakh	50000	8.2
Jul-24	4.5 Lakh	5 Lakh	70000	2 Lakh	50000	7.5
Aug-24	4 Lakh	4.5 Lakh	75000	2.1 Lakh	50000	7.2
Sep-24	3.5 Lakh	4 Lakh	75000	2.1 Lakh	50000	6.6
Oct-24	3 Lakh	3.5 Lakh	75000	2.1 Lakh	50000	6.1
Nov-24	2.75 Lakh	3 Lakh	70000	2 Lakh	50000	5.25
Dec-24	5 Lakh	6 Lakh	60000	1.7 Lakh	50000	8.2
Jan-25	4.5 Lakh	5 Lakh	70000	2 Lakh	50000	7.5
Feb-25	3.5 Lakh	4 Lakh	75000	2.1 Lakh	50000	6.6
Total Number of Calls in a Year# =						**83.1**

This is the indicative number and actual number will vary and there is no commitment to provide with these number of calls in a month. The payment per call basis shall be for the actual number of calls that BBMP schedules and BBMP is at complete liberty to decide the protocol and frequency and the number of calls to be made. NO PAYMENT SHALL BE MADE TO RECEIVE ANY CALL.

The indicative method of planning the number of calls could be as follows (the actual method and logic to make calls shall be different and decided at the sole discretion of the BBMP).

1. Property tax arrears less than Rs 10000 = One call per month.
2. Property tax arrears from Rs 10000 to Rs 1 Lakh = Two calls per month.
3. Property tax arrears from Rs 1 Lakh to Rs 10 Lakh = Three calls per month.
4. Property tax arrears from Rs 10 Lakh to Rs 1 Crore = Four Calls a month.
5. Property tax arrears more than Rs 1 Crore = Eight calls a month.
6. Calls for the grievances shall be as per actual number on a daily basis.

2.7 Other Requirements

The system shall be dependable, responsive, and sensitive to the customer queries resulting in increased customer satisfaction by giving consumers a definite and assured response to their queries.

The IVRS System shall be a system that centrally records, tracks, and analyses calls. It is very much essential to ensure user and citizen friendly calls.

The IVRS process flow and each step by step interactions shall be given by the BBMP to the bid winner who shall make calls and receive calls accordingly after configuring the same in the IVRS.

3 Pre-Qualification Requirements

#	Parameter	Pre-Qualification Description	Document Required
1.	**Legal Entity**	The Bidder should be Company registered under the Indian Companies Act, 1956 or Private Limited. And should have been operating for the last three years in India as on the date of publishing of RFP notice (including name change / impact of mergers or acquisitions).	• Copy of Certificate of Incorporation • Copy of Registration Certificates and Company PAN card and GST details
2.	**Registration under OSP category with the DoT, Govt. of India**	Bidder must be registered with DoT, GoI	Copy of the registration certificate issued by DoT, GoI
3.	**Turnover**	Bidder should have a minimum average turnover of Rs. 10 Crores per year (Rupees Ten Crores) from Indian BPO or Call Centre operation business in the preceding three financial years. (2020-21, 2021-22 & 2022-23). Out of the said turnover at least Rs 50 Lakhs (Rupees Fifty Lakhs) shall be from IVRS business in at least any one year out of the last three years.	Extract of audited financial statements for the last 3 financial years along with a certificate from the Chartered Accountant as per Format-10

#	Parameter	Pre-Qualification Description	Document Required
4.	**Net Worth**	The Bidder should have positive Net Worth for last three financial years	Extract of audited financial statements for the last 3 financial years along with a certificate from the Chartered Accountant as per Form-3
5.	**Number of Seats**	The Bidder must be currently operating 200 or more seats for call center operations in Bengaluru on the date of bid submission and shall have IVRS functioning.	Certificate as per Form 8 in the RFP on company's letter head duly signed by company secretary.
6.	**Servicing Clients**	The Bidder must have experience of managing at least 2 assignments of 30 call center seats each for an Indian client in last 3years.	Project Citation (as per format in RFP) + Work Order/Purchase Order/ Client Certificate
7.	**Block-listing**	Bidder should not have been block-listed by Govt. of India/ Govt. of Karnataka on the date of bid submission.	Certificate as per format in the RFP on company's letter head duly signed by company. Secretary.
8.	**Local Office and Manpower**	The bidder should be in IVRS System Business and have on its rolls in Bengaluru, Karnataka at least 100 employees.	Undertaking by the authorized signatory as per Form 9
9.	**Certifications**	The bidder should have ISO 9001, ISO 27001 certifications.	Certifications to be enclosed
10.	**Government Projects.**	The bidder should have experience of handling at least 5 state government (Karnataka) projects.	Work order and satisfactory completion has to be enclosed.

4. Technical-Qualification Requirements

- The bidder should have the last 3 years' financial statements i.e., 2020-21,2021-22 and 2022-23 same to be enclosed.
- The Bidder should have had an average annual turnover of at least Rs. 10 crores over the last 3 financial years from the Call Centre business and out of that at least Rs 50 Lakhs revenues from IVRS System Operations in at least one year out of the three years (documentary evidence: audited financial statements or a certificate from Chartered Accountant).
- The bidder should not be involved in any litigation that may have an impact affecting or compromising thedelivery of services as required under this contract.
- The bidder should not be block-listed / terminated by any Government organization/ agency for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices.
- The bidder should undertake to have the IVRS System completely functional in 7 days' time (a separate undertakingon the same to be provided by the authorized signatory)
- The bidder should have an office in India with manpower of at least 100 permanent staff (certificate from authorizedsignatory or the human resource manager)
- The bidder should undertake to setup the required office terminals, software, and hardware etc., required for the functioning of the IVRS System and shall run the IVRS System services with customized CRM and IVRS (an undertaking on the same to be provided by the authorized signatory). If and when BBMP gives its own CRM and other software and asks the same to be used, then the Bid Winner shall use the same as per details given by BBMP.

5 Service Level Requirements

The SLAs (Service Level Agreements) are classified into two categories:

a) Project Start-up SLAs and

b) Operational SLAs

The project start-up SLAs will apply until the IVRS System becomes operational. The operational SLAs specify the service levels to be adhered to by the IVRS System post the Go-live of operations.

5.1 Project Start-up SLAs

Requirement: The following activities shall be completed and the IVRS System shall Go-live with T + 7 calendar days, wherein "T" refers to the date of issuance of Letter of Intent:

- Recruitment and training of Manpower (if any)
- Setting up of Workstation and Office Infrastructure with hunting lines.
- Setting up of Interactive Voice Response System (IVRS)
- Rollout of the CRM for Testing and Mock Calls
- Go-live & start of IVRS System operations.

Penalty

A penalty of Rs. 5,000 per day will be applied for each day of delay. BBMP reserves the right to confiscate the full Bank Guarantee amount and terminate the contract when the delay is in excess of 7 calendar days.

5.2 Operational SLAs

5.2.1 Availability of help line From Monday to Saturday (8 AM to 8PM)

5.2.2 Baseline Performance Requirement

IVRS shall be available 99% of the time; no penalties are applicable when baseline requirements are met. 99% availability shall be calculated on a weekly basis. 8AM to 8PM = 12 hours per day. Means 12x7 = 84 hours per week. 99% availability means minimum availability of 83 hours in a week. Provided that in case numbers of hours of per-day operation are increased then the calculation of 99% Availability shall be based on those prescribed hours.

Lower performance

In case availability is between 95 – 99%, 5% of monthly service charges due to the IVRS System service provider will be deducted as penalty.

Breach

Availability is less than 95%, in which case 10% of monthly payments due to the IVRS service provider will bededucted as penalty.

Provided in case the availability is less than 90% cumulatively for 6 weeks in 3 months or for 4 weeks in a row,the BBMP shall have the right to cancel the contract and forfeit the Performance Bank Guarantee.

Basis for measurement

Server logs

5.2.3 Percentage of calls on which caller was put onhold.

Baseline Performance Requirement

< 10% of calls; no penalties are applicable when baseline requirements aremet.

Lower Performance

10% to 30% of calls are put on hold, in which case 5% of monthly service charges due to the IVRS System serviceprovider will be deducted as penalty.

Breach

> 30% of calls, in which case 7% of monthly service charges due to the IVRS System service provider will bededucted as penalty.

Provided these baseline requirements can be varied after mutual discussion bythe BBMP.

Basis for measurement

System logs

5.2.4 Sample calculation.

Assuming that the service provider is in "Breach" of all the operational SLA's, the penalties applicable will becalculated as follows:

a) 5% of monthly payments will be deducted on account of the SLA "Non-Availability of IVRS during prescribed working hours."

b) 7% of monthly payments will be deducted on account of the SLA "Percentage of calls on whichcaller was put on hold."

Thus, a total of 12% of monthly payments due to the IVRS System service provider will be deducted.

6 Bidding Process

a) This invitation for bids is open total Indian firms who fulfill pre-qualification criteria as specified in the various sub sections of this RFP.

b) Bidders declared by GoK or BBMP or any Agency/PSU owned by any Govt to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.

c) Breach of general or specific instructions for bidding, general and special conditions of contract with GoK or any of its user organizations during the past 3 years may make a firm ineligible to participate in the bidding process.

d) One company can submit only one bid, and a single company submitting more than one bid shall be disqualified and liable to be block-listed by the BBMP. Joint or Consortium Bids are not allowed.

e) Bidders are advised to study this Tender document carefully. Submission of Bid for the Project shall be deemed to have been done after careful study and examination of this document with full understandingof its implications.

f) Bids shall be submitted in The Karnataka Public Procurement Platformplatform only (https://kppp.karnataka.gov.in) as per the bid submission timelines specified in the The Karnataka Public Procurement Platformplatform.

6.1 Procedure for Submission of Bids

6.1.1 Tender Processing Fees and Download of Tender Document

Bidder can download the tender document through the Karnataka Public Procurement Portal (https://kppp.karnataka.gov.in) till the due-date and time for bid submission. The bidder shall pay the tender processing fees prescribed in the Karnataka Public Procurement Portal to participate in this tender. The tender processing fees has to be paid through any of the e-payment options in the portal:

- Credit Card
- Direct Debit
- Net Banking
- National Electronic Funds Transfer (NEFT)
- Over the Counter (OTC) – designated ICICI bank branches located across the country.

Please note that payments submitted by cheque or demand draft shall not be accepted. Further details regarding payment, please refer to Karnataka Public Procurement Portal at the above-mentioned website or call Karnataka Public Procurement Portal helpline +91 80 46010000, +91 8068948777 Email: support@eprochelpdesk.com

Note: It will be in the interest of the bidders to familiarize themselves with the Karnataka Public Procurement Portal system to ensure smooth preparation and submission of the tender documents.

6.1.2 Modes of Submission

All interested bidders shall pay the Tender Processing fee as mentioned in Karnataka Public Procurement Portal through any of the online payment modes. Bidders shall submit their Pre-qualification, Technical and Commercial RFP responses electronically using the unified Karnataka Public Procurement Portal platform. The Karnataka Public Procurement Portal is available at: https://kppp.karnataka.gov.in

Companies shall submit the tenders only through the unified Karnataka Public Procurement Portal system before the scheduled date and time for bid submission. Tenders submitted after the due date and time shall not be possible in Karnataka Public Procurement Portal nor any such attempts will be considered, and BBMP will not be liable or responsible for any delays due to unavailability of the portal and the internet link.

All the bid documents shall be filled out by the bidder and submitted along with other bid documents. Incomplete and incorrect documents may be subject to rejection of the bid.

6.1.3 Bid Security or Earnest Money Deposit (EMD)

The bidder shall submit EMD of Rs 2,00,000/- (Rupees Two Lakh Only) in Karnataka Public Procurement Portal as per e-Gov Dept policy in this regard. All bids which fail to submit the requisite EMD shall stand technically disqualified in technical qualification. The Karnataka Public Procurement Portal is available at https://kppp.karnataka.gov.in

6.2 Authentication of Bid

The response bid shall be signed by the Bidder, or a person or persons duly authorized to bind the Bidder to the Contract. A letter of authorization shall be supported by a written power-of-attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

6.3 Validation of Interlineations in Bid

The bid shall contain no inter lineation's, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

6.4 Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by the BBMP. The BBMP will in no case be responsible or liable for those costs, regardless of the outcome of the Tendering process.

6.5 Clarification on Tender Document

The Bidder can get clarification on any doubts during Pre-Bid meeting on a scheduled date.

6.6 Language of Bids

The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and the BBMP, shall be written in English language. Any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by a duly attested English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

6.7 Amendment of Tender

a) At any time prior to the last date for receipt of Bids, BBMP may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender.

b) The addendum/corrigendum will be uploaded on the The Karnataka Public Procurement Platformwebsite. The Bidders are requested to visit the website frequently to check for any amendments.

c) BBMP may at any time during the Tendering process but before opening the technical bid request the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.

6.8 Bid Validity Period

6.8.1 Period of Validity of Bids

Bids shall remain valid for 180 days after the date of opening of Technical Bids prescribed by the BBMP. A bid valid for a shorter period may be rejected as non-responsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation.

6.8.2 Extension of Period of Validity

In exceptional circumstances, the BBMP may request the Bidder(s) for an extension of the period of validity. The request and the responses shall be made in writing.

6.8.3 Modification and Withdrawal of Bids

The Bidder may modify or withdraw its bid after the bid's submission, provided the bidder does withdraw the bid in eProcurement System before the last date for bid submission.

6.8.4 Signing and Marking of Notice

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions said earlier. A withdrawal notice may also be sent by fax but followed by a signed confirmation copy, posted not later than the last date for

receipt of bids.

6.8.5 Last Date for Notice

No bid may be altered / modified subsequent to the closing time and date for receipt of bids. Unsolicited correspondences from Bidders will not be considered. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the Bidder in the Bid. Consortium Bids

The Bidder is NOT allowed to form Consortium of any nature whatsoever to perform the Services as specified under this RFP.

6.9 Contacting the BBMP

6.9.1 Contact by Writing

No bidder shall contact the BBMP on any matter relating to its bid, from the time of bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of the BBMP, it should be done in writing.

6.9.2 Rejection of Bid

Any effort by a Bidder to influence the BBMP in its decisions on bid evaluation, bid comparison or contract award may result in rejection of the Bidder's bid.

6.10 BBMP's Right to Vary Scope of Contract at the time of Award.

- The BBMP may at any time, by a written order given to the Bidder, make changes to the scope of the Contract as specified.
- If any such change causes an increase or decrease in the cost of or the time required for the Bidder'sperformance of any part of the work under the Contract, whether changed or not changed by the order, an equitable adjustment shall be made in the Contract Value or time schedule, or both, and the Contract shall accordingly be amended. Any claims by the Bidder for adjustment under this Clause must be assertedwithin thirty (30) days from the date of the Bidder's receipt of the BBMP'schanged order.

6.11 BBMP's Right to Accept Any Bid and to reject any or All Bids

- The BBMP reserves the right to accept any bid and to annul the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for the

BBMP's action.

- The BBMP reserves the right to negotiate the commercials with the selected Bidder and seek revised commercial bid.

6.12 Notification of Award

6.12.1 Notification to Bidder

Before the expiry of the period of validity of the proposal, the BBMP shall notify the successful Bidder in writing by registered letter or by fax or by email, that its bid has been accepted. The Bidder shall acknowledge in writing the receipt of the notification of the award and shall send his acceptance thereof within seven (7) days of receiving the notification.

6.12.2 Signing of Contract

The notification of the award shall constitute signing of the agreement. The signing of the agreement will amount to the award of contract and the bidder will initiate the execution of the work as specified in the agreement. At the same time as the BBMP notifies the successful Bidder that its bid has been accepted, the BBMP will send the Bidders the Proforma for Contract, incorporating all agreements between the parties. Within 3 days of receipt of the Contract, the successful Bidder shall sign the Contract and return it to the BBMP.

6.12.3 Discharge of Bid Security (EMD)

Upon the declaration of the bid winner, BBMP shall promptly request the Bid Winner to provide Performance Bank Guarantee, which shall be submitted within 14 days of the notification of the award. On receipt of Performance Bank Guarantee, the bid security of all technically qualified bidders will be released. Provided that the Bid Security of bidders found technically rejected will be refunded immediately upon technical rejection of the bid. The Performance Bank Guarantee to be submitted by the Bid winner shall be 5% of the Annual Bid Value of the Contract as per rates quoted by the bid winner.

6.12.4 Expenses for the Contract

The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

6.13 Failure to abide by the Agreement.

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of the BBMP with such penalties as specified in the Bidding document and the Agreement.

6.14 Bank Guarantee for Contract Performance

- Within a 14-days of receipt of notification of award from the BBMP, the successful Bidder shall furnish the performance guarantee at the rate of 5% of the bid amount, in the Contract Performance Guarantee Bond provided in the Annexure to this RFP.

6.15 Rejection Criteria

Apart from failing to technically qualify in the bid as per Pre-Qualification Requirements cited in this RFP, bids may be rejected under following circumstances:

6.15.1 Pre-Qualification cum Technical Rejection Criteria

6.15.1.1 If the information provided by the Bidder is found to be incorrect / misleading at anystage/time during the Tendering Process.

6.15.1.2 Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contractaward decisions.

6.15.1.3 Bids without signature of person (s) duly authorized on required pages of the bid.

6.15.1.4 Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.

6.15.1.5 Failure to furnish proofs for information provided.

6.15.1.6 Technical Bid containing commercial details. Bidders shall ensure that commercial documents are scanned and uploaded in the slots specified in the Karnataka Public Procurement Portal platform.

6.15.1.7 Revelation of Prices in any form or for any reason before opening the Commercial Bid.

6.15.1.8 Failure to furnish all information required by the RFP Document or submission of a bid not responsive to the Tender Document in every respect.

6.15.1.9 Failure to furnish proofs for information provided.

6.15.1.10 Bidders not quoting for the complete scope of Work as indicated in the Tender documents, addendum(if any) and any subsequent information given to the Bidder.

6.15.1.11 Bidders not complying with the Technical and General Terms and conditions as stated in the RFP Documents.

6.15.1.12 The Bidder not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.

6.15.1.13 If the bid does not conform to the timelines indicated in the bid.

6.15.2 **Commercial Rejection Criteria**

6.15.2.1 Incomplete Price Bid

6.15.2.2 Price Bids that do not conform to the Tender's price bid format and are unclear or ambiguous.

6.15.2.3 Total price quoted by the Bidder does not include all statutory taxes and levies applicable.

6.16 Concessions permissible under statutes

Bidder, while quoting against this tender, must take cognizance of all concessions permissible under the statutes including the benefit under Central Sales Tax Act, 1956, failing which it will have to bear extra cost where Bidder does not avail concessional rates of levies like customs duty, excise duty, GST etc. The BBMP will not take any responsibility for this.

6.17 Liquidated Damages

Subject to clause for Force Majeure if the bidder fails to complete the assignment in compliance to the RFP) before the scheduled completion date or the extended date or if agency repudiates the Contract be for e completion of the Work, the BBMP at its discretion may without prejudice to any other right or remedy available to the BBMP the Contract, forfeit the entire performance bank guarantee submitted by the agency, apart from blacklisting of the agency for further participation in any of the tenders of the BBMP.

Any such recovery or liquidated damages shall not in any way relieve the agency from any of its obligations to complete the Works or from any other obligations and liabilities under the Contract.

6.18 Termination of Contract

Agency shall adhere to all the requirements of RFP and shall comply with the Non-Disclosure Agreement (NDA) to ensure data privacy. Any violations / non-compliance of any of the contract conditions will entail termination of the contract without prejudice to the rights of the BBMP with such penalties as specified in the RFP and the Agreement. Upon such termination, BBMP will have the right to forfeit the entire performance bank guarantee submitted by the agency, further BBMP reserves the right to block-list the agency for further participation in any of the tenders of BBMP.

Upon termination, BBMP will have the right to put in place any other agency for carrying out the remaining enrolment work.

Where a change of management of the Agency has occurred whereby the Agency company has merged, amalgamated or been taken over, due to which the majority shareholding of the Agency has been transferred to another entity, and in case requirements for the Agency set out in the RFP are not complied with, the BBMP can by a 30 (Thirty) days written notice, terminate this Agreement and such notice shall become effective at the end of the notice period.

BBMP reserves the right to terminate the contract citing no reasons whatsoever upon issuance of one month's notice.

6.19 Force Majeure

a) Neither Party to this Agreement or to the SLA shall be liable to the other for any loss or damage which may be suffered by the other party directly to the extent and for the duration of any cause beyond the reasonable control of the Party unable to perform ("Force Majeure") events such as but not limited to acts of God not confined to the premises of the Party claiming the Force Majeure, flood, drought, lightning or fire, earthquakes, strike, lock-outs beyond its control, labor disturbance not caused at the instance of the Party claiming Force Majeure, acts of government or other competent authority, war, terrorist activities, military operations, riots, epidemics, civil commotions etc. No failure, delay or other default of any contractor or sub-contractor to either Party shall entitle such Party to claim Force Majeure under this Article.

b) The Party seeking to rely on Force Majeure shall promptly, within 2 days, notify the other Party of the occurrence of a Force Majeure event as a condition precedent to the availability of this defense with particulars detailed in writing to the other Party and shall demonstrate that it has taken and is taking all reasonable measures to mitigate the events of Force Majeure.

   a. In the event the Force Majeure prevents, hinders, or delays the Agency's performance of Services necessary for project's implementation or the operation of Project's critical business functions for a period in excess of 3 days, the BBMP may declare that an emergency exists. However, when the situation arising out of force Majeure comes to amend in the assessment of BBMP, the Agency shall resume normal activities under this agreement immediately. If BBMP considers it necessary, may grant an extension of time to the Agency for resuming normal activities under this agreement .If the Agency does not resume normal activities immediately or within the extended period, if any, granted by the BBMP, the BBMP will have the option to invoke the Performance Guarantee, levy liquidated damages, obtain substitute performance from an alternate supplier at the cost of Agency and/or terminate this Agreement.

   b. Notwithstanding the terms of this Article, the failure on the part of the Agency terms under the RFP to implement any disaster contingency planning, insurance coverage and back-up and other data safeguards in accordance with the terms of the RFP or this Agreement against natural disaster, fire, sabotage or other similar occurrence shall not be an event of Force Majeure.

7 Evaluation of Technical and Commercial Proposal

7.1 Opening of Pre-Qualification and Technical Bids

The Tender Scrutiny Committee of the BBMP will do technical evaluation of the bids. The committee would evaluate both Pre-qualification cum Technical bids based on the details provided in the RFP and the committee may seek the bidders to make a technical presentation on a specified date and time. The decision of the committee would be final and binding upon all the Bidders. The commercial proposal of those bidders found pre-qualified and technically qualified will be opened.

7.2 Financial Evaluation

The Commercial Bids of only the technically qualified bidders will be opened for evaluation. The bidder will be decided based on L1 criteria. L1 will be calculated as per the explanation given in the commercial bid format. The bid with the lowest total price (i.e., the all-inclusive price) will be awarded the contract.

Sl. No	Description
1	Bidder has to quote price of per IVRS Call (both call out and call receiving) + Applicable Taxes (8AM to 8PM) Seven days a week
Remarks: a) No other payment besides the above will be made to the service provider. b) Applicable taxes may vary as per Government Rules and Regulations	

8 Award of Contract and its Execution

a. The lowest quoted rates in the financial bid and the conformity to the requirements specified in the RFP shall bethe basis for awarding the contract.

b. BBMP reserves the right to negotiate with the successful bidder.

c. The Agency is bound to submit any clarification / additional documents that BBMP may request,and some should be furnished within the specified timelines. The cost incurred by the bidders towardsapplication / clarifications or discussions / conference shall be borne by the bidders and BBMP in no case will be responsible or liable for such costs irrespective of the outcome ofthe process.

d. The appointed Agency shall provide the detailed profile of the manpower (along with the certificates / testimonials) that would be deployed in BBMP, as per this RFP, within7- days from the date of issue of LOI. The manpower whose profiles are found to be in deviation from the requirement described in this RFP will stand summarily rejected.

e. The successful firm/organization shall not further outsource the assignment to other individual / firms / organizations and if found so, the contract shall be deemed to be cancelled and this shall also lead to block-listing of the Agency.

f. Confidentiality: The Agency and the manpower hired shall not at any time, communicate to any person or entity any confidential information acquired in the course of providing the services and thereafter except when specifically, so directed by BBMP. These elected IVRS System agency shall sign NDA (Non- Disclosure Agreement) with BBMP.

9 Payment Terms

a) Bills for providing IVRS System services shall be submitted by the Agency / Agencies by the 5th day of the subsequent month.

b) 75% of the bill amount (for the previous month) will be paid to the Agency by the 15th day of the month. The remaining 25% will be paid by the end of the month, subject to implementation of SLA's.

c) Payments shall be subject to deductions of any amount for which the Agency is liable under the agreement against this contract.

d) Payments shall be inclusive of all taxes as applicable.

e) Should there be a requirement for extension of the services of IVRS System, payments shall be made as per the terms and conditions of the initial contract.

10 Liability Clause

Liability arising out of any legal conditions shall survive the term of the contract.

11 Contract Validity

The tender validity will be for a period of 1 year. Provided that the service is satisfactory, BBMP shall extend it by one more year at a time subject to maximum of three years, on the same terms and conditions and at a rate escalation of 5%. However, BBMP reserves the right to terminate the contract at any time.

12 Arbitration Clause

The Parties shall use their best efforts to settle amicably disputes, if any, arising out of or in connection withthis Contract or the interpretation there of.

If any dispute arises between BBMP and the Service Provider in connection with or arising out of execution of the Project either party may in the first instance refer a dispute to the Chief Commissioner BBMP who shall give a decision in writing within 30 days of reference of dispute. Either party may refer to a written decision of the Chief Commissioner BBMP to Additional Chief Secretary Urban Development Department under the Rules of Arbitration and the award made in pursuance thereof shall be binding on both the parties. If neither party refers the disputes to arbitration within 30 days of the date of such decision of Chief Commissioner BBMP will be final and binding.

13 Annexures

13.1 Format-1

Bid Letter to Chief Commissioner, BBMP Corporation Circle Bengaluru -560002

Sir,

Subject: Provision of IVRS System services to BBMP

Reference: Tender No: <TENDER REFERENCE NUMBER> Dated <DD/MM/YYYY>

We, the undersigned Bidders, having read and examined in detail all the bidding documents in respect to the "Provision of IVRS Services for Bruhat Bengaluru Mahanagara Palike (BBMP)," do hereby propose to provide our services as specified in Tender.

1) Technical Response

We confirm having submitted the information as required by you in your Request for Proposal document. Thisis enclosed in Section -- to Section -- of our technical bid. In case you require any other further information / documentary proof in this regard for evaluation of our bid, we agree to furnish the same in time to your satisfaction.

2) Deviations

We declare that all the services shall be performed strictly in accordance with the bid documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statements, irrespective of whatever has been stated to the contrary any-where else in our bid:

- Statement of Deviations on technical, commercial and terms and conditions.

Further, we agree that additional conditions, if any, found in the bid documents, other than those stated in the deviation schedule, shall not be given effect to.

3) Performance Bank Guarantee

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee in the form prescribed in the RFP.

4) Validity of this Bid

We agree to abide by this tender response for a period of 90 days from the date of submission of the bid and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and BBMP.

We undertake, if our proposal is accepted, to adhere to the implementation plan for the Proposed System at BBMP put forward in RFP or such adjusted plan as may subsequently be mutually agreed between us and BBMP or its appointed representatives. S NAME>>has an office in the Bengaluru and number of employees.

work in this office. Relevant address proof is enclosed.

Company Secretary / Authorized Signatory

Name of Signatory:

Bidder Name:

Date

Place

13.2 Format-2 : General Information of the Bidder

The Bidder shall furnish details on the following lines:

Item	Details	Proof Attached
(1)	(2)	(3)
Address of Registered office	(Registration Number and Registration authority)	
Year of Incorporation		
Legal Status	Public or Private Ltd.	
Technological Collaborations		
Business Address for correspondence in India	Location:	
Business address of all the locations in India		
Name of the Contact Person		
Contact's Designation		
Contact address if different from above		
Contact Phone no:		
Email Id:		
Quality Certifications	(Enclose Certificates copy)	
Office location in Bengaluru		

Signature & Seal of Authorized Signatory

Proof to be enclosed for all of the above

13.3 Format-3 : Declaration of Acceptance of Terms & Conditions in RFP

(To be given on Company Letter Head)

Date: _____

To,

_____

_____

_____

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: - _____

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been block-listed/ debarred/ terminated/ banned by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

13.4 Format-4 : Undertaking on Being Not Black listed.

(To be given on Company Letter Head)

Date: _____

To,

_____
_____
_____
_____
_____

Sub: Declaration for non-block-listing
Tender Reference No: _____
Name of Tender / Work: - _____
_____
_____

Dear Sir,

We hereby declare that we are not block-listed by any Central / State Government / agency of Central / State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

13.5 Format-5: Undertaking of Office Premises & Resources

(This Information is Needed in Case it is Found Necessary to Communicate Regarding This Tender)

Sl. No.	Item Description	Details
1	Business Name of the company and its Registered office Postal address	
2	As incorporated in other tenders, alternate address of company/ bidder	
3	Name of the authorized Representative and designation who is uploading this RFP tender bids	
4	E-mail- id Alternate email –id	
5	Contact Number Alternate contact number	

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

13.6 Format-6: Commercial Bid Form

PRICE BID SHALL BE ONLY FILLED IN The Karnataka Public Procurement Portal

Price Bid Format – ONLY TO AID FILLING UP IN Karnataka Public Procurement Portal

DO NOT SEPARATELY UPLOAD AS SCAN IN THE TENDER

Item	Unit	Cost (in Rupees) Inclusive of all taxes and duties
IVRS System for BBMP	Cost per call made out by IVRS (8 AM to 8 PM daily)	

1. Enter in eProcurement Portal the cost per call made out by IVRS (cost to receive call shall be NIL)
2. No money/price shall be paid to receive any call.
3. The cost shall be inclusive of all the taxes and duties.

(Signature of the Bidder, with Official Seal)

13.7 Format-7: Performance Bank Guarantee from a Scheduled Bank

FOR PERFORMANCE GUARANTEE

Ref. No. Bank Guarantee No

Dated

To

Chief Commissioner, BBMP, Corporation Circle, Bengaluru-560002

1. Against contract vide Advance Acceptance of the Tender covering "Tender for ....." (hereinafter called the said 'contract') entered into between the BBMP, (hereinafter called the Purchaser) and_____(hereinafter called the Bidder) this is to certify that at the request of the Bidder we_Bank Ltd., are holding in trust in favor of the Purchaser, the amount of 5% of the bid value to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been cause or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.
2. We_____Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfillment in all respects the said contract by the Bidder i.e. till_____ hereinafter called thesaid date and that if any claim accrues or arises against us___Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us _____Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us_____Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we_____Bank Ltd, undertaken to revoke this guarantee during its currency without the consent in writing of the Purchaser.
4. We undertake to pay to the Purchaser any money so demanded not withstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.
5. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Bidder shall have no claim against us for making such payment.
6. We_____Bank Ltd, further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____Bank Ltd., shall not be released from our liability under this guarantee by reason of any suchvariation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.
7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

WITNESSNO.1 Authorized Bank Representative

---------- ----------

(Signature) (Signature)

Full name and official Full name, designation and

Address (in legible letters) address (in legible letters)with Bank Stamp

WITNESS NO. 2

---------- Attorney as per power of (Signature)

Attorney No.....

Full name and official Dated.....

Address (in legible letters)

13.8 Format-8: Undertaking on Litigation(s)

(To be given on Company Letter Head)

This is to certify that << COMPANY NAME >> is not involved in any litigation that may have an impact ofaffecting or compromising the delivery of services as required under this RFP.

Company Secretary / Authorized

Signatory Name of Signatory:

Bidder Name:

Date:

Place:

13.9 Format-9: EMD Declaration

14 (To be given on Company Letter Head)

I hereby submit a declaration that the tender submitted by the undersigned, on behalf of the tenderer.....(Name of the Tenderer), shall not be withdrawn or modified during the period of validity or extended period of validity.

I, on behalf of the tenderer.....(Name of the Tenderer), also accept the fact that in case the tender is withdrawn or modified during the period of its validity / extended validity period or if we fail to sign the contract in case the contract is awarded to us or we fail to submit a Performance Bank Guarantee and Additional Performance Security, if any, before the deadline fixed in the Tender Document, then.....(name of the tenderer)will be debarred for participation in the tendering process for the Procurements of this Procurement Entity for a period of two years from the date of default and the EMD shall stand forfeited.

(Signature of the Authorized Signatory,

Official Seal)

13.10 Format-10 Technical bid details

Name of the Bidder:		
1) Particulars of the annual turnover in each of the last three accounting Year i.e. 2020-21, 2021-22, 2022-23 as per audited accounts of the company (in Rs Lakhs). Turnover information furnished here should be as per the balance sheet and profit & loss account submitted to ROC and acknowledged by ROC. 2022-23 is also acceptable if available,		
Accounting Year	Turnover from IVRS / IT Service provider and/or IT consulting services and/or Business of providing IT consultancy and support services	Proof Attached
2020-21		
2021-22		
2022-23		
2) ISO 9001 certification		
3) List of type of manpower available on the rolls of the Bidder (mention type of manpower and their number)	(1)	
	(2)	
	(3)	
	(4)	
	(5)	
	(6)	
	(7)	
	(8)	
	(9)	
	(10)	
4) Details of work orders and Manpower supplied for Government of Karnataka or BBMP or Govt Owned PSUs in last 5 years. **(Fill Format 10-A for each)**	(1)	
	(2)	
	(3)	
	(4)	
	(5)	
5) Attach list of at least 200 employees working on rolls of the bidder out of which at least 50 employees shall		

fulfill qualification and experience criteria of resources mentioned in the RFP.		

Signature & Seal of Authorized Signatory

Note: The Particulars of Turnover in Form 2 has to be certified by company auditor or Company authorized signatory. Please attach audited balance sheets for the accounting years of 2020-21, 2021-22, 2022-23.

Bidders submission

The bidder shall clearly detail as part of the pre-qualification cum technical bid the strategy to provide various services as per this RFP. Bidder should also indicate what type of backend support would be provided by the vendor to provide a particular service through the manpower/experts.

Relevant Services Carried Out in the Last Five Years That Best Illustrate Qualifications

A – Background of the Organization/firm/entity:

[Provide brief description of the background of your organization firm/entity and each associate for this Assignment/job. The brief description should include Organization chart, registration, ownership details, date and place of incorporation of the firm, objectives of the firm etc.]

B - Work Experience Details

[Using the format below, provide information on each assignment for which your firm was legally contracted either individually as a corporate entity or as one of the major partners within an association, for carrying out Manpower supply assignment similar to the ones requested under this tender (the employer shall specify exact assignment for which experience details may be submitted)]

1.Firm's name:

Sl No	Name of the assignment	:	Details
1.1	Description of Project	:	
1.2	Approx. value of the contract (in Rupees)	:	
1.3	Country	:	
1.4	Location within country	:	
1.5	Duration of assignment (months)	:	
1.6	Name of Employer/Client	:	

1.7	Address of Employer/Client (including telephone & email)	:	
1.8	Total No of staff deployed in the Assignment	:	
1.9	Approx. value of the Assignment/job provided by your firm under the contract (in Rupees)	:	
1.10	Start date (month/year)	:	
1.11	Completion date (month/year)	:	
1.12	Name & address of associated partner with their share of the contract, if any	:	
1.13	No of professional staff-months provided by associated partner	:	
1.14	Name of senior professional staff of your firm involved and functions performed	:	
1.15	Description of actual role and designation of the staff provided by you.	:	

Note: Please provide documentary evidence from the client i.e. copy of work order, contract for each of above mentioned assignment, completion certificate. The experience shall not be considered for evaluation if such requisite support documents are not provided with the proposal.

Separate sheets may be used for number of projects / assignments.

Format for Certificate from Statutory Auditor for Financial Capacity of the Tenderer

(To be submitted on the Letterhead of the Statutory Auditor)

We have verified the relevant statutory and other records of M/s_____[Name of the Tenderer], and certify that the Average Annual Turnover for the last three completed financial Year is as follows:

(Rs._____)

Turnover (Rs.___)			
Financial Year [2022-2023]	**Financial Year [2021-2022]**	**Financial Year [2020-2021]**	**Average Annual Turnover**

This certificate is being issued to be produced before [Name of the Purchaser], for the ["Procurement ofGoods and related services for_____"].

Place:

Date

Signature and Seal of the Statutory Auditor

Clearly indicatinghis/her membership number